

# UNEMPLOYMENT INSURANCE – WORKFORCE DEVELOPMENT TASKFORCE WORK PLAN

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## **STRATEGIC ISSUES**

Moving Employment Service Operations from the Division of Employment Security to form a new Division of Workforce Development within the Department of Economic Development requires the development of a plan to keep the Division of Employment Security's Regional Telephone Claims Centers as working partners within the One-Stop Career Center System.

The President has stated that Unemployment Insurance should be better considered as Reemployment Insurance. An expanded role for our Unemployment Insurance partners' active involvement in the reemployment of claimants within the Workforce Development System is needed.

## **DESIRED OUTCOMES**

A successful Unemployment Insurance - Workforce Development Plan will result in:

- improved job placement rates of unemployment insurance claimants;
- higher employment retention rates for unemployment insurance claimants;
- improved wage rates for unemployment insurance claimants;
- an initial work registration within one week of filing for benefits; and
- shorter periods of unemployment for claimants.

## **QUESTIONS AND ANSWERS**

During the first meeting, the Transition Team posed 21 questions that were to be answered by the Taskforce. The answers to many of the questions were developed as by-products of the issues the Taskforce addressed during meetings. Although the answers to most of the questions are also provided in the form of recommendations elsewhere in this report, in order to be responsive to the Transition Team, the answers are incorporated below. Because the Taskforce determined that three of the 21 questions were either not within its scope of work, or were not relevant they have been eliminated.

### **1. What computer automation links should there be between the new Workforce Development System and Unemployment Insurance systems?**

*The linkages which currently exist between Employment Service and Unemployment Insurance within Division of Employment Security need to be continued when Employment Services leaves Division of Employment Security. Additional linkages to ensure that Workforce Development and Unemployment Insurance systems can share information (to the extent allowed by law) may need to be developed.*

### **2. What automation is needed to track Unemployment Insurance customer's reemployment efforts?**

*Currently, automation exists that compiles data reports on claimants who obtain employment and should continue to be used after Employment Services leaves Division of Employment Security.*

### **3. What formal linkages should there be between Unemployment Insurance and the One-Stop Career Centers?**

*The Workforce Investment Act requires formal linkages in the form of Workforce Investment Boards. In addition key persons, whose job components would include liaison functions should be designated by Unemployment Insurance and One-Stop Career Centers to deal*

with issues on the functional level.

**4. How should the One-Stop Career Centers relate to Regional Telephone Claims Centers?**

*The Regional Telephone Claims Center employees will provide information about One-Stop Career Centers and encourage customers to report as soon as possible to avail themselves of reemployment services. One-Stop Career Center employees will provide claimants the telephone numbers to file claims or obtain information from the Regional Telephone Claims Centers. One-Stop Career Center staff will also assist claimants who need help in resource centers or who need documentation (such as proof of wages to remove a disqualification, or information on a determination to be used to reconsider or file an appeal) faxed to the Regional Telephone Claims Centers. Training for One-Stop Career Center and Regional Telephone Claims Center employees will be given to ensure that information and assistance to claimants and job seekers provided by both partners is appropriate and correct.*

**5. What commitment is needed to place Unemployment Insurance claimants in jobs more quickly? (This could save the Missouri Employer Trust Fund millions of dollars each year.)**

*Unemployment Insurance employees will encourage customers filing new claims to more quickly seek reemployment services from One-Stop Career Centers. Verbal and written information will be provided about available services. This, in conjunction with data electronically passed from the claim filing (one digit Dictionary of Occupational Titles Code and employer information) should assist in helping unemployment insurance claimants return to work more quickly.*

**6. What Unemployment Insurance / Workforce Development resources should be committed for early intervention efforts toward reemployment of the claimant, both the regular and worker profiled?**

*The answer to questions above addresses the Unemployment Insurance resources committed to early intervention. For workforce development resources, the Taskforce recommends that employee efforts are devoted to working with claimants whose broadest level (first digit of Dictionary of Occupational Titles Code) occupations are most prevalent in active job orders in the area served by the One-Stop Career Centers.*

**7. What Unemployment Insurance time commitment should be given toward the reemployment effort of claimants?**

*In addition to the earlier commitments addressed, Unemployment Insurance employees in Regional Telephone Claims Centers will be conducting claim eligibility reviews by telephone. As part of the eligibility review process, information about services available from One-Stop Career Centers can be included.*

**8. Should we consider profiling claimants to identify those who are job ready?**

*All Unemployment Insurance claimants who are eligible for benefits and are not in approved training must be job ready. If additional information is available that would assist in determining claimants who are job ready, Unemployment Insurance and the Division of Workforce Development can discuss this issue further.*

**9. What should be done pro-actively for claimants from declining sectors of the economy?**

*Reenergizing the Worker Profiling Program, which includes declining industries as an evaluation element in the statistical model, should help in providing additional reemployment services to individuals from declining sectors of the economy. For those individuals from declining sectors of the economy who are not selected for reemployment services through*

*the Worker Profiling System, referral to Job Training Partnership Act programs, where appropriate, will be made. Also greater efforts will be made by Regional Telephone Claims Centers employees to make claimants aware of labor market information and job finding tools in the resource centers of the One-Stop Career Centers.*

**10. What pro-active efforts should be made by Unemployment Insurance and the Public Labor Exchange staff in One-Stop Career Centers?**

*Although Unemployment Insurance employees will not be physically present in One-Stop Career Centers, they will be actively engaged in encouraging claimants to use the various reemployment services available. The Unemployment Insurance employees commitment in Regional Telephone Claims Centers includes obtaining the first digit of the Dictionary of Occupational Titles Code when initial claims are filed and providing claimants information about reemployment services. Public Labor Exchange (Wagner-Peyser) employees in One-Stop Career Centers, should as early as possible following the filing of a benefit claim, review an individuals work registration for a representation of their knowledge, skills, and abilities and refer them to suitable job openings. This could serve to meet the minimum application of the work test for claimants as required by the Wagner-Peyser Act.*

**11. What is the appropriate level of advocacy for claimants?**

*For Unemployment Insurance, it is inappropriate for employees to be advocates for either claimants or employers. For workforce development employees, the appropriate level of advocacy on behalf of the individual to employers, other employment and training programs or other service providers depends upon the needs of the claimant.*

**12. Is there agreement on what is a satisfactory work test for claimants?**

*The Taskforce has not found an official definition of the term work test. The Taskforce has adopted a working definition that includes Wagner-Peyser (Public Labor Exchange) employee functions of:*

- *work registration for claimants;*
- *providing employment services;*
- *referral to suitable work; and*
- *notice to the Unemployment Insurance System in the case of refusal of employment or other matters which may affect eligibility for benefits.*

**13. What reemployment services should be provided to claimants during the four-week in person eligibility review process?**

*Unemployment Insurance management has committed to removing the claim eligibility review process from the local offices. This change should enable Wagner-Peyser staff in One-Stop Career Centers to devote greater time and effort to provide reemployment services to claimants who still are required by law to report in person at least once every four weeks. Reemployment services to be provided when claimants report include items such as:*

- *enhancing work registration;*
- *directing individuals to resource areas; and*
- *referring claimants to job openings.*

**14. How may the telephone be used to improve eligibility review process services?**

*Prior to the establishment of the Taskforce, Unemployment Insurance had committed to conducting claim eligibility reviews by telephone. Information regarding reemployment services will be included in the eligibility review process.*

**15. Are elements of the Worker Profiling Program appropriate for use to assist claimants in general?**

*Currently, reemployment service providers are not requesting all available claimants who could be selected through the Worker Profiling program. If the program becomes more fully utilized, this issue can be revisited.*

**16. What consideration for work test efforts should be given to the claimant who is denied benefits?**

*Unemployment Insurance will look at how reemployment services information can best be provided to claimants who are denied benefits. Among the possibilities is the inclusion of written information about reemployment services on determinations mailed to claimants who are denied benefits.*

**17. Should claimants be asked if they have an Internet address at the time of claim filing?**

*Since Unemployment Insurance does not use e-mail to correspond with claimants, obtaining these addresses would not be appropriate at this time.*

**18. Should a copy of the individual's incomplete work application be mailed to each new claimant for completion and return mailing by the end of the second week of filing?**

*With Unemployment Insurance employees providing the first digit of the Dictionary of Occupational Titles Code , and the additional verbal and written information regarding the availability of reemployment services, there does not appear to be the need of mailing the work application.*

# **UNEMPLOYMENT INSURANCE – WORKFORCE DEVELOPMENT TASKFORCE FINAL RECOMMENDATIONS**

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## **EXECUTIVE SUMMARY**

The Unemployment Insurance – Workforce Development taskforce is making recommendations for linkages between the Unemployment Insurance and new Workforce Development Systems. These recommendations, when implemented, will ensure the continuation of a high level of reemployment services to Missouri's Unemployment Insurance customers when employment and training programs are consolidated in the Department of Economic Development.

In June 1996, Governor Mel Carnahan endorsed the proposal of the Department of Labor and Industrial Relations to consolidate the Unemployment Insurance claim filing process of the Division of Employment Security into four regional telephone claims centers. In March 1998, the Governor announced the decision to consolidate employment and training programs within one department of state government. In July 1998, the U.S. Congress passed and on August 7, 1998, the President signed the Workforce Investment Act of 1998. The convergence of these three events provides the opportunity for Missouri state government to reexamine and redefine the relationship between the Unemployment Insurance System and employment and training programs.

Section 134(d)(2) of the Workforce Investment Act prescribes the core services that must be available in the One-Stop Career Centers. For Unemployment Insurance, the requirement is, "provision of information regarding filing claims for unemployment compensation." With the consolidation of the Unemployment Insurance claim filing functions into four regional telephone claims centers, and the requirement for Unemployment Insurance is to be in the form of "information regarding filing claims," the Taskforce recommends there be no physical presence of Unemployment Insurance claims staff in One-Stop Career Centers.

The recommendations of the Taskforce rely heavily on the electronic exchange of information between the Unemployment Insurance and Workforce Development Systems. The recommendations also modify the roles of Unemployment Insurance staff in regional telephone claims centers and reemployment services staff in One-Stop Career Centers. Staff in regional telephone claims centers will assist in the work registration process and provide information to Unemployment Insurance customers about the availability of services in the One-Stop Career Centers. Staff in One-Stop Career Centers will assist Unemployment Insurance customers in their interactions with the Regional Telephone Claims Centers. Some recommendations made may require requests for additional funds from either the State or Federal Government.

## **BACKGROUND**

Before addressing issues and making recommendations, taskforce members were provided information about federal requirements dealing with labor exchange and Unemployment Insurance functions. The requirements for the labor exchange (federal Wagner-Peyser Act) and Unemployment Insurance functions are grounded in federal law. This requires that certain jobs be performed by staff funded under the federal Wagner-Peyser Act, while other duties must be performed by Unemployment Insurance funded staff.

The required functions to be performed by Wagner-Peyser funded staff are the labor exchange and work test for unemployment insurance claimants. The tasks required to be performed by staff under the direction of the state agency designated to administer the Unemployment

Insurance Program are the determination of an individual's initial and continuing eligibility for unemployment insurance benefits.

The Taskforce had the responsibility of recommending how linkages could be strengthened within the framework of the clearly delineated functions of the labor exchange and unemployment insurance functions. In making recommendations, the Taskforce also had the responsibility to recognize that administrative funding, and therefore staffing levels, under the Wagner-Peyser Act and Unemployment Insurance have been reduced over the past several years. The practical meaning of this is that linkages between the labor exchange and Unemployment Insurance Systems must be strengthened with the understanding that there are limits to what each system can do.

## **AREAS REVIEWED**

The Taskforce divided its work into two main areas. The first area of concentration deals with requirements in state and federal law and regulations that necessitate linkage between the Unemployment Insurance and Workforce Development Systems. These areas are:

- handling the state law requirement that claimants report in person at least once every four weeks to a local office;
- The Trade Act Program;
- Rapid Response;
- Worker Profiling and Reemployment Services System;
- work registration for unemployment insurance claimants;
- applying the federally mandated Wagner-Peyser Act work test to unemployment insurance claimants; and
- providing information for required federal activity reports.

The second area of concentration dealt with issues presented by the Transition Team and the Assistant Director for Unemployment Insurance Operations for the Division of Employment Security. These issues include:

- agency and staff accountability;
- data exchange enhancements;
- formal agency linkages;
- the role of unemployment insurance tax field auditors in One-Stop Career Centers; and
- assistance to be provided to unemployment insurance customers reporting to One-Stop Career Centers.

## **FOUR WEEK REPORTING**

The Taskforce is recommending that the four week in person reporting requirement be handled differently both in regard to how it is implemented and the scheduling. If the recommendations are adopted, the requirement will be handled as follows:

- reporting will be self-service to the resource area of One-Stop Career Centers where claimants will complete the requirement by entering basic information on personal computers; and
- after entering the basic information for the claim reporting, completion of the work registration would be immediately available.

Resource areas can also be used during the reporting for self-service reemployment services, which may count as one of the required unemployment insurance work search contact. These services could include:

- resume preparation;
- Job Club referral;
- orientation to other reemployment services;
- directory of services, customized for the One-Stop Career Centers where the claimant is reporting;
- Public Labor Exchange (Wagner-Peyser) staff in One-Stop Career Centers, should as early as possible and no later than the fourth week following the filing of a benefit claim, review an individual's work registration for a representation of their knowledge, skills, and abilities and refer them to suitable job openings;
- when to report will be a customer choice issue, as long as it is done at least once every four weeks;
- claimants will not be scheduled to report on a specific date;
- if a claimant has not reported in person by the end of the third week, a reminder notice or an interactive voice response message will be provided to explain that benefits for the fourth week will be held until the reporting requirement is met; and
- there will still be some occasions where scheduling of unemployment insurance claimants to report on a specific date is required, such as for Worker Profiling orientation.

#### **TAA/NAFTA PROGRAM HANDLING**

The Taskforce makes the following recommendations for linkages with the TAA program:

- if funding is available, additional automation should be applied to the program to provide quicker enrollment, more prompt payment, and better tracking of program recipients;
- for the TAA/NAFTA petition processes, current procedures should apply;
- the initial application for benefits should remain with the Unemployment Insurance agency;
- for training approval / waiver purposes, individuals will be directed to the One-Stop Career Centers;
- authorization for payment of allowances and benefits should be the responsibility of staff in One-Stop Career Centers. (This includes weekly TRA, even if the payment is for an individual who is not in training); and
- appeals to denials of training made by the Division of Workforce Development should be handled by the Unemployment Insurance agency, with appropriate reimbursement for costs incurred.

#### **PROVIDING UNEMPLOYMENT INSURANCE INFORMATION IN RAPID RESPONSE**

Currently, the Rapid Response function is handled by the Department of Economic Development's Division of Job Development and Training. The funding to perform this function goes to that division, which in turn contracts with the Division of Employment Security. Information regarding unemployment insurance is a requirement for Rapid Response although with the exception of what is provided contractually, there are no unemployment insurance funds available to perform this function. Within the limitations imposed by the funding mechanism for Rapid Response, the Taskforce recommends that:

- the Division of Workforce Development revisit the level of unemployment insurance detail presented at Rapid Response meetings;
- the appropriate personnel and funding to obtain the personnel need to be determined; and
- staff responsible for the Rapid Response function should examine other states to determine successful levels of information and methods of providing it, particularly in light of new Workforce Investment Act.

### **WORKER PROFILING AND REEMPLOYMENT SERVICES**

Because the transition to a new Division of Workforce Development will organizationally separate Employment Service and Unemployment Insurance, steps must be taken to ensure the required Wagner-Peyser work test linkage with unemployment insurance remains strong. One part of this linkage is the Worker Profiling and Reemployment Services system. Because Employment Service, Unemployment Insurance, and the Division of Job Development and Training are already partners in the Worker Profiling and Reemployment Services system, the framework for continuing Employment Service / Unemployment Insurance linkages already exists. This framework can be built upon and strengthened to ensure the linkage continues with the new Division of Workforce Development. The Taskforce has the following recommendations regarding the Worker Profiling and Reemployment Services system:

- the linkages, particularly in the area of automation, for the identification, selection, referral and feedback processes should remain as they currently are;
- because it is an important link for offering reemployment services for unemployment insurance claimants (work test) the program should be reenergized; and
- minimum numbers of claimants to serve for One-Stop Career Centers and other service providers should be established.

### **WORK REGISTRATION**

The Taskforce recognizes that ensuring that unemployment insurance customers are more quickly entered into the Workforce Development System will enhance reemployment efforts. To achieve this early intervention, the Taskforce makes the following recommendations:

- unemployment insurance will obtain and provide the first digit of the Dictionary of Occupational Titles Code when initial claims are filed;
- unemployment insurance will electronically pass the last employer name and address obtained from the claim filing to the work experience area of the applicant's registration;
- unemployment insurance will electronically pass the name(s) of base period employers to the work experience area of the applicant's registration;
- included with initial claim mailing will be information regarding the availability of reemployment services at One-Stop Career Centers;
- One-Stop Career Center employees may contact claimants by telephone (possibly automated) who need additional information for their work registrations; and
- additional verbal information will be provided to claimants to encourage them to report to a One-Stop Career Center to complete a work application, when appropriate, more quickly than the fifth week after claim filing. The verbal information may include:
- providing an 800 telephone number (not an unemployment insurance telephone number) which could give information about services and office locations;



- explaining that services may be obtained even for individuals who may not be eligible or may be disqualified from receiving unemployment insurance benefits;
- the Employment Service registration may count as a required unemployment insurance work search contact; and
- going to an office to complete work registration will satisfy the required at least once every four weeks in person unemployment insurance reporting.

### **WAGNER-PEYSER WORK-TEST FOR UNEMPLOYMENT INSURANCE CLAIMANTS**

We have been unable to find a clear definition of what comprises the federally required Wagner-Peyser work test for unemployment insurance claimants. For the purpose of this taskforce and its recommendations, we are defining the work test as the registration of claimants and their referral to suitable work by staff or automated systems funded under the Wagner-Peyser program. With that definition the Taskforce recommends the following:

- use of the Interactive Voice Response System to include job matching capabilities during off-peak claim times should be explored and if funds are available, implemented; and
- One-Stop Career Center Wagner-Peyser employees will electronically pass on to unemployment insurance information regarding a claimants failure to apply for or accept work when directed.
  - In developing procedures for this:
    - The necessity of verifying the accuracy of information passed to unemployment insurance will be stressed to One-Stop Career Centers.
    - Unemployment Insurance will provide information to One-Stop Career Center employees as to what is required for a referral to be a potentially disqualifying claim issue.

**NOTE:** *Under Chapter 288.050, RSMo, the denial of benefits for refusing work applies when the claimant is referred by the Deputy, or the work is offered through the Division. Both of these terms are defined in Chapter 288.030, RSMo, and are tied to the Division of Employment Security. This has been brought to the attention of the Statutes and Legal Taskforce so that group may make recommendations to change the language in the law, if it is deemed necessary.*

### **FEDERAL ACTIVITY REPORTS**

When Employment Service is moved to the new Division of Workforce Development, existing linkages that are used to provide data for required federal reports needs to be continued. The taskforce has identified the following reports for which this linkage is needed:

- Employment Security Activity Report, ES-9002;
- TAA/TRA, ETA 563; and
- Worker Profiling Activity Reports, ETA 9048 and ETA 9049.

### **AGENCY AND STAFF ACCOUNTABILITY**

Performance standards should be adopted to ensure that unemployment insurance claimants are receiving the highest level of reemployment service possible from the Workforce Development System. The goals the Taskforce recommends are:

- Earlier and improved rates for placement of claimants. The Taskforce believes the following steps will assist in achieving these goals: *(Some of these issues will have already been implemented and are also incorporated in other areas the taskforce addressed.)*
  - Regional Telephone Claims Center employees will obtain the first digit of the Dictionary of Occupational Titles Code code at the time the claim is filed;
  - Unemployment Insurance will electronically provide additional information obtained during the filing of the claim (last and base period employer names, for example) to assist customers in enhancing their work registration;
  - Regional Telephone Claims Center employees will provide additional verbal information to customers filing new claims, better informing them of how and where to obtain reemployment services;
  - recorded information concerning reemployment services to unemployment insurance customers filing initial claims while they are in queue may be provided;
  - written information provided to claimants will include additional detail about where and how to obtain reemployment services;
  - the Worker Profiling and Reemployment Services system will be reenergized to ensure claimants most in need are referred to the Workforce Development System;
  - Division of Workforce Development employees will encourage employers to use placement services; and
  - information about reemployment services will be provided to unemployment insurance claimants making their required in person reporting to resource areas of One-Stop Career Centers.
- Higher job retention rates for claimants. The Taskforce believes this issue more appropriately belongs to the Customer Based Results and Accountability Taskforce.
- Improved hiring wage for claimants. The Taskforce believes this issue more appropriately belongs to the Customer Based Results and Accountability Taskforce.
- Improved wage growth rate for claimants. The Taskforce believes this issue more appropriately belongs to the Customer Based Results and Accountability Taskforce.

## **DATA EXCHANGE ENHANCEMENTS**

Because Employment Service and Unemployment Insurance are currently within the Division of Employment Security, exchange of data between the programs already exists. To a lesser extent unemployment insurance data is shared with other workforce development partners such as the Division of Job Development and Training. The Taskforce recommends that the current data exchanges continue when Employment Service and Unemployment Insurance separate. In addition, the Taskforce recommends the following steps: *(Some of these issues will have already been implemented and are also incorporated in other areas the taskforce addressed.)*

- the first digit of the Dictionary of Occupational Titles Code code, obtained at the time a customer files a unemployment insurance claim should be electronically passed to the work registration;
- data obtained during the filing of the claim (such as last and base period employer names) should be electronically provided to assist customers in enhancing their work registration;

- the Unemployment Insurance employer account number should be available, as it is now, for use with job orders;
- information about claimants enrolled in training should be electronically passed to unemployment insurance to assist in determining benefit eligibility;
- work registration information in applicant files should be available to Regional Telephone Claims Center employees, to assist them when conducting claimant eligibility reviews;
- information in applicant files and job order files should be made available to unemployment insurance tax staff to assist in locating employers liable under the Unemployment Insurance System; and
- information about claimants who are Division of Family Services case management eligible and who are registered for work will be electronically available to the Division of Family Services.

### **FORMAL AGENCY LINKAGES**

In order to ensure that all workforce development system partners communicate effectively with each other, the Taskforce is addressing the issue of how linkages should be established and maintained after Employment Security and Unemployment Insurance are in separate departments of state government. With Employment Security and Unemployment Insurance within the same state agency, communication and line authority linkages already exist. To a lesser extent, communications exist with other workforce development partners.

With the enactment of the Workforce Investment Act, certain formal linkages are mandated. These linkages will exist through state and local Workforce Investment Boards, which must include all workforce development partners. While the federal legislation addresses the formal higher level linkage, there will be normal day-to-day activities that will require coordination on the working level. To address these linkages, the Taskforce recommends that the following steps be taken:

- key persons, whose formal job descriptions should include a component requiring a coordination function, should be designated by each partner entity;
- commitment on the part of all agencies to meet periodically at the local level for participation in the development of local plans and programs to provide information to all partners; and
- for communication among partners, the following steps are recommended:
  - establishment of Internet web sites to post important and useful information.
  - availability of e-mail (preferably a common system) for all partners.
  - availability to all partners of the Office Link (OINK) system currently used by the Department of Labor and Industrial Relations.

### **DIVISION OF EMPLOYMENT SECURITY FIELD AUDITORS**

The Division of Employment Security currently has field auditors stationed in various offices throughout the State. Although the line supervision for auditors is not through the local office structure, they do have work space in offices. Because they will continue to be employees of the Unemployment Insurance agency, the direction and control of field auditors' work will continue to be through the Unemployment Insurance System. The Taskforce believes field auditors should continue to be stationed in the local communities when the new Division of Workforce Development is established. The Taskforce makes the following recommendations regarding this issue:

- a work area, with some privacy, will need to be available to field auditors;
  - Issues such as: access to telephones within offices; storage space for documents and equipment; and so forth will need to be addressed.
- access to information, as it exists currently, in the Division of Employment Security mainframe should be available in offices where field auditors are stationed; and
- personal computer network connectivity, as it exists currently, will need to be maintained.
  - Maintenance issues for connectivity (both mainframe and personal computer network) will need to be addressed.

### **SERVICES TO BE PROVIDED TO UNEMPLOYMENT INSURANCE CLAIMANTS BY ONE-STOP CAREER CENTERS**

Because Unemployment Insurance staff will not be physically present in One-Stop Career Centers, there is the need to ensure that assistance to claimants will be provided. To accomplish this the Taskforce recommends that One-Stop Career Center staff provide the following assistance to unemployment insurance claimants:

- instructions (when needed) about using personal computers in the resource areas to complete the required in person reporting procedures in addition to gaining access to the reemployment service resources;
- targeting services specifically to claimants who are required to seek work;
- making copies of documents needed for unemployment insurance claim processing;
- after ensuring documents are properly identified (name and social security number) and faxing to the Regional Telephone Claims Centers;
- basic assistance to claimants who wish to file appeals in person; and
- help individuals with special needs (such as hearing impaired) who report in person and require interaction with the Regional Telephone Claims Centers.